

# Global Operations

Transforming Intel factories from global presence to Global Operation

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# Overview

**“Global Operations-GO” is a breakthrough concept for global sharing of engineering.**

**Leverages Intel’s core manufacturing strengths:**

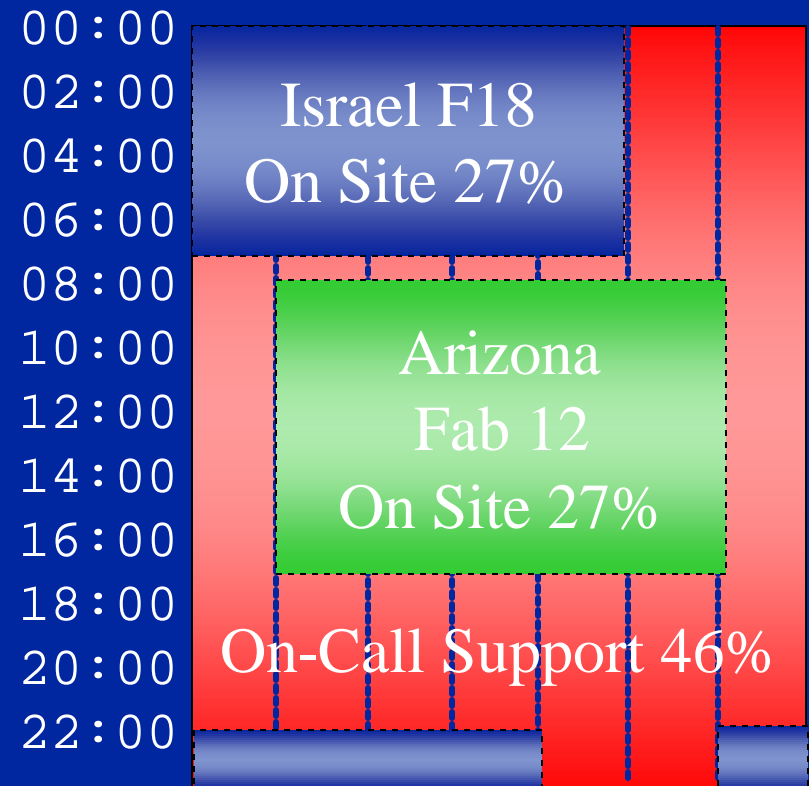
**Copy Exactly!, HVM and Global presence**

# Problem Statement

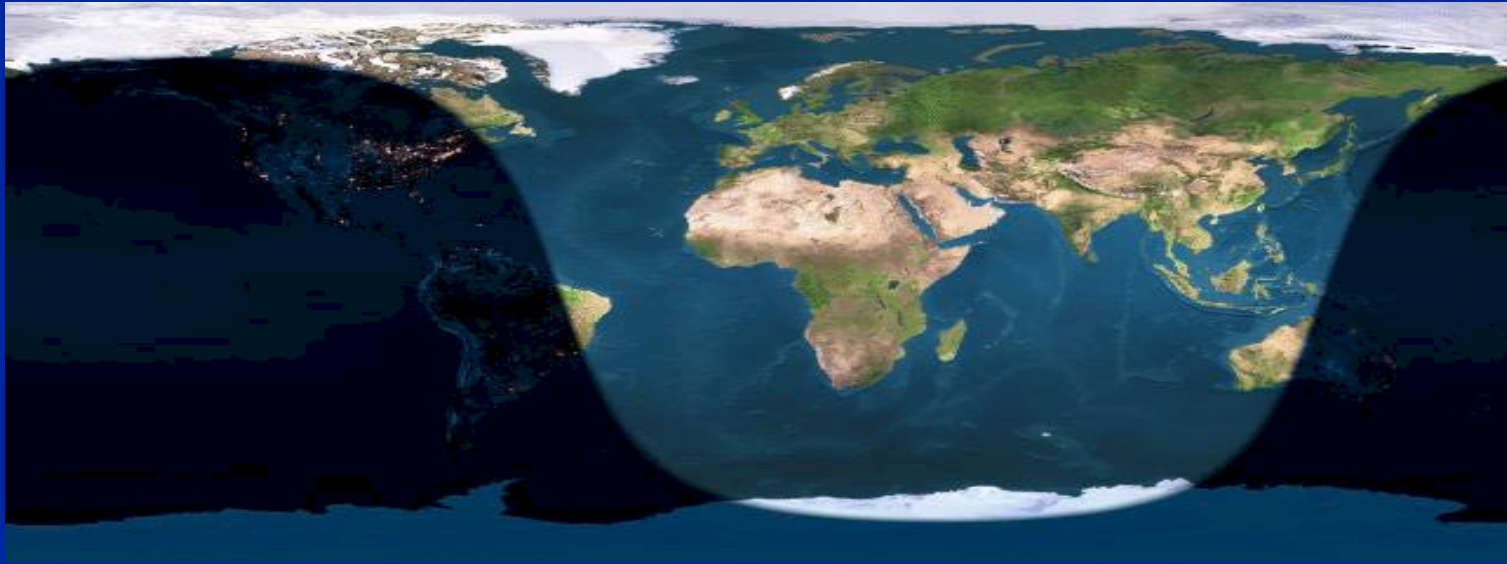
- Engineers provide local weekday support of 24x7 factories.
- Solution:
  - Share engineers among factories to achieve global support that follows the Sun.

# Global Operations Coverage Sample

- Israel and Arizona work hours do not overlap.
- Engineers can support each other's factory.

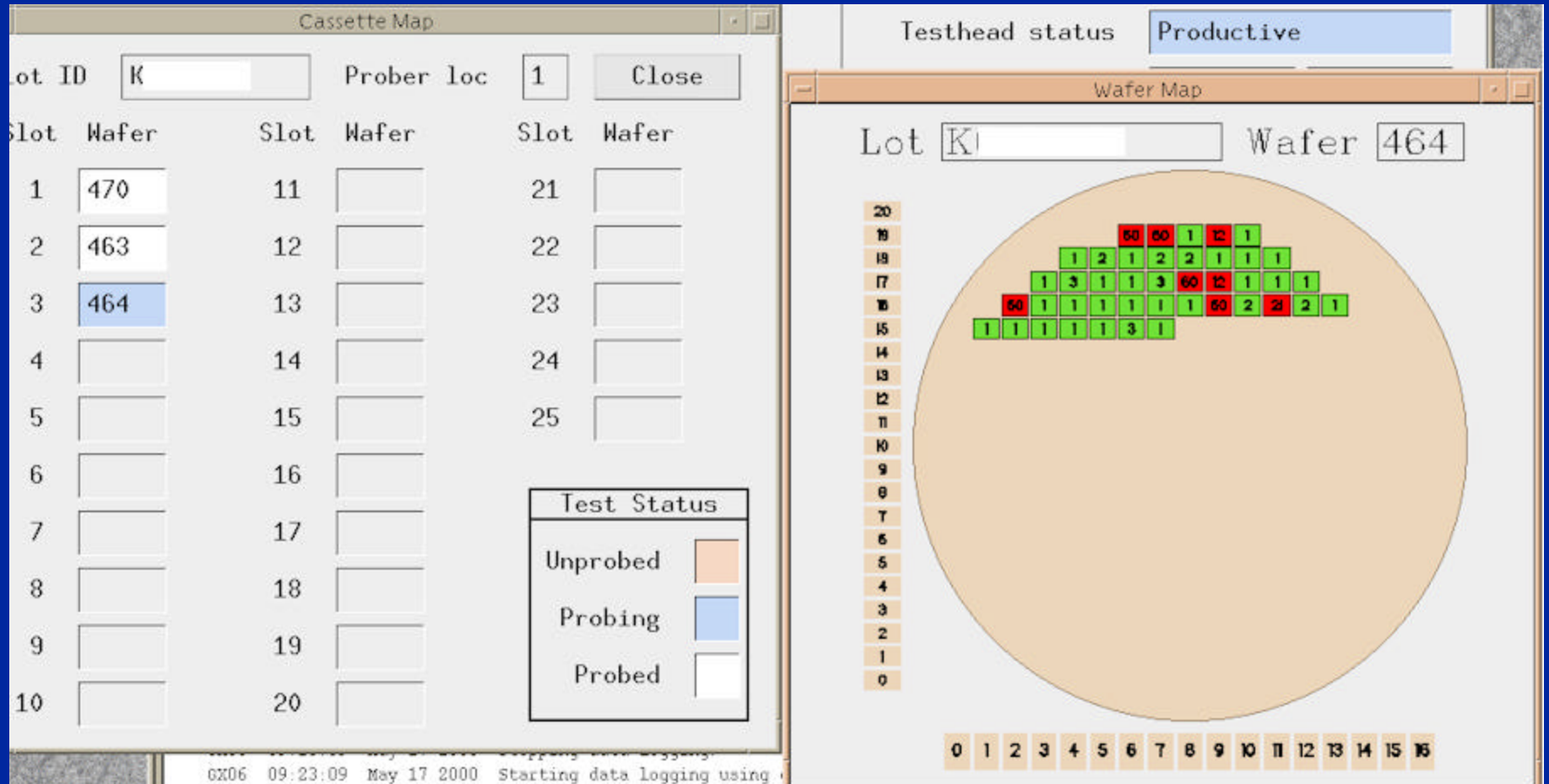


# How Global Operation works



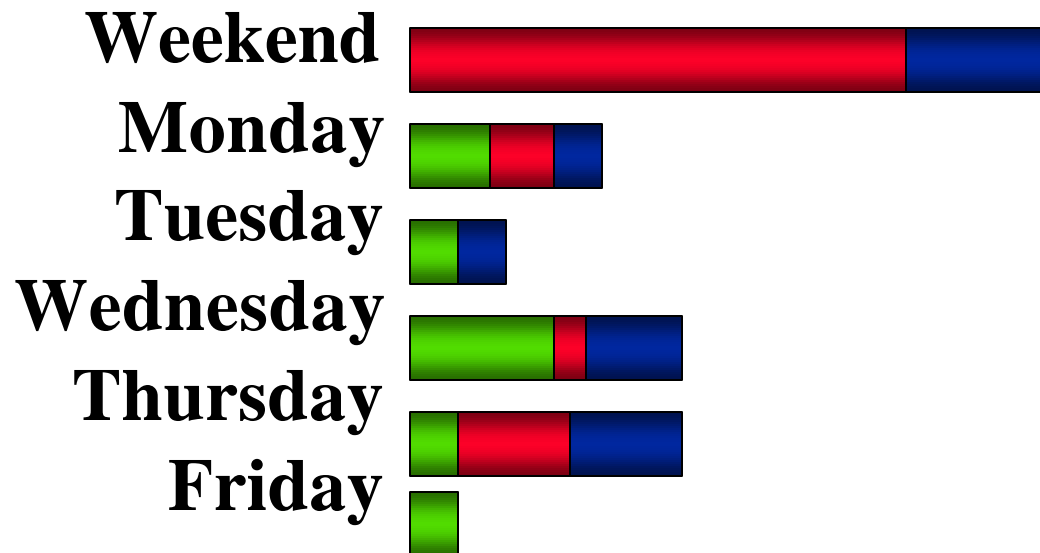
- Web site automatically routes incidents
- Arizona night incidents go to engineers in Israel
- Israel night incidents go to engineers in Arizona
- On Call support used for during “gap hours”

# E-Manufacturing: Remote Access to Tools



# Incident Volume Distribution

(Data for two quarters)



## Legend

Daytime 25%

Global 27%

On Call 48%

# Global Incident Volume

- The impact on local priorities was a concern.
- Only “mission critical” incidents were escalated.
- People were also assigned to handle Global Incidents for the week.
- This made the incident volume manageable.



# Observations

- Minimal impact to local priorities
- Redundant experts among factories
- Better cooperation among factories
- Improved infrastructure synergy
- Reduced burden of being On-Call
- Requires management commitment

# Conclusion

- **Global Operations creates a new strategic advantage for Intel by leveraging its core strengths.**

**Global Operations**

**E-Manufacturing**

**Global Presence**

**High Volume Manufacturing**

**Copy Exactly!**